



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

FEDERAL APPLICATION CHECKLIST

Applying for a federal job can seem daunting, but once you fully understand the application process, it's completely manageable! Consider the checklists below to help you best prepare your materials.

HOW TO COMPILE YOUR FEDERAL APPLICATION

- ☐ Determine eligibility for Veterans' Preference or other hiring authorities
- ☐ Create an account on USAJOBS.gov
- ☐ Search for jobs that match your skills and interests
- ☐ Analyze announcements
- ☐ Identify keywords
- ☐ Build your federal résumé
- ☐ Gather your assessments (Knowledge, Skills and Abilities essays; questionnaire)
- ☐ Submit your college transcript (depending on position)
- ☐ Complete SF-15, veterans' preference documentation (if applicable)

HOW TO PREPARE YOUR APPLICATION DOCUMENTS

Federal Résumé

- ☐ Tailor your résumé to the specific position to which you are applying
- ☐ Highlight the key words and phrases from the job vacancy announcement
- ☐ Demonstrate that you possess all of the competencies required for the position
- ☐ Include all relevant course work
- ☐ Feature applicable volunteer and work experience

Assessments: KSAs and Questionnaires

- ☐ Address key words and phrases mentioned in the position description
- ☐ Use rich and substantive examples
- ☐ Tie your personal experiences to each KSA or question
- ☐ Focus on outcomes to which you directly contributed
- ☐ Avoid acronyms
- ☐ Remember your transferrable skills gained through coursework, as well as work and volunteer experience
- ☐ Be honest about your level of experience, but don't sell yourself short



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

LANDING A FEDERAL JOB RESOURCES

These websites provide a wealth of information about applying for federal jobs; all free of charge.

Job Vacancy Announcement Websites:

USA Jobs: <http://www.usajobs.gov>

Army Civilian Personnel Online (CPOL): <http://www.cpol.army.mil/>

Coast Guard Civilian Human Resources: <http://www.uscg.mil/civilianhr/default.asp>

Department of the Navy Human Resources (DONHR): <https://www.donhr.navy.mil/>

Veterans' Websites

Department of Labor Veterans' Preference Advisor:

<http://www.dol.gov/elaws/vets/vetpref/mservice.htm>

Department of Veterans Affairs eBenefits Portal: <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

Federal Hiring Information for Veterans: <http://www.fedshirevets.gov>

Office of Personnel Management VetGuide: <http://www.opm.gov/staffingPortal/Vetguide.asp#2Why>

Military Spouse Employment Wizard:

http://www.chra.army.mil/webcourses/Mil_Spouse_Wizard/index.html

Federal Resume Information

Peterson's Resume Builder: <http://www.petersons.com/airforce>

USAJobs Tutorials: <http://www.usajobs.gov/EI/tutorials.asp#icc>

Additional Information

Federal Salary Tables: <http://www.opm.gov/oca/10tables/indexGS.asp>

Government Executive: <http://www.goveexec.com>

Government Central: <http://govcentral.monster.com/>



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

VETERANS' PREFERENCE

Veterans' Preference gives eligible veterans preference in appointment over many other applicants. Veterans' preference applies to virtually all new appointments in both the competitive and excepted service. Veterans' preference does not guarantee veterans a job and it does not apply to internal agency actions such as promotions, transfers, reassignments and reinstatements. For a complete explanation of the eligibility requirements for veterans' preferences, visit the FedshireVets website at:

<http://www.fedshirevets.gov/job/vetpref/index.aspx>

VETERANS' HIRING AUTHORITIES

Veterans Employment Opportunities Act of 1998 (VEOA): Allows veterans to apply to announcements that are only open to so-called "status" candidates. To be eligible for a VEOA appointment, your **latest** discharge must be issued under honorable conditions (this means an honorable or general discharge), **AND** you must be either:

- a preference eligible, **OR**
- a veteran who substantially completed 3 or more years of active service.

Veterans' Recruitment Appointment (VRA): Is an excepted authority that allows agencies to appoint eligible veterans without competition. You can be appointed under this authority at any grade level up to and including a GS-11 or equivalent. For more information, visit

<http://www.fedshirevets.gov/job/shams/index.aspx>

MILITARY SPOUSE APPOINTING AUTHORITY

This is a new hiring authority that provides a way to help certain military spouses obtain federal employment. It authorizes the non-competitive appointment of certain military spouses to positions in the competitive service; it is not a hiring preference for eligible spouses and it does not create an entitlement to civilian employment. For more information, go to: <http://www.fedshirevets.gov/job/shams/index.aspx>



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

SAMPLE FEDERAL RESUME

A Word.doc version of this resume is provided as a separate handout for you to use as a guide.

JOHN Q. SMITH

8800 Allen Blvd., Apt. 234
Galt, CA 95632

Home Phone: 209-745-9090
Cell Phone: 209-745-9733
Email: jqsmith@yahoo.com

US Citizen

Social Security Number: xxx-xx-xxxx

Veteran's Preference: 10 point/30% compensable, U.S. Army, 01/01/2001 to 01/01/2004

Highest Previous Grade: N/A

JOB ANNOUNCEMENT: MANAGEMENT AND PROGRAM ANALYST - GS-0343

ANNOUNCEMENT NUMBER: xxxxxxxx

PROFILE

Highly innovative and results-oriented professional with a variety of academic, military and civilian administrative and program experience. Demonstrated research, analytical and problem solving skills. Organized, detail oriented and thorough, with proven ability to manage and track projects and meet deadlines. Excellent communications skills, including proficiency at preparing correspondence and reports, and superior ability to communicate with individuals at all levels and varying backgrounds. Proven interpersonal skills with diverse customers; dedicated to providing outstanding customer service and follow through. Skilled trainer, mentor and coach; able to take charge and direct personnel in stressful situations while maintaining composure. Polished professional presentation. Effective at working within a team or independently.

EDUCATION

Bachelor's of Art Degree, California State University, Sacramento, CA, 118 semester hours,
Major: History, Minor: Education, GPA, 3.26, in progress, scheduled to complete 06/2008

RELEVANT COURSEWORK: Critical Thinking and Writing; Reading, Writing and Research; Public Speaking; American Government and Politics; Educational Psychology, Philosophy and Social Foundations; Sociology/Education; Guidance and Counseling; U.S. History; Ancient History; Medieval History: Planned and conducted studies relating to critical and pertinent historical and current

issues. Researched and collected data, analyzed and evaluated information, determined effect of historical actions on current problems and issues in our society. Communicated and collaborated with teams to assign areas of responsibility for completion of research projects. Determined appropriate approach and technique for investigation and fact-finding; analyzed findings, and organized and compiled data. Developed and delivered compelling presentations, reporting findings and making recommendations for improvements to selected current programs and issues, such as “Educating Disabled Children.”

2006, Associate’s of Art Degree, Consumnes River College, Sacramento, CA 95624, 88 quarter hours, Major: Liberal Arts – Social/Behavior, GPA, 3.83

1990, Sacramento High School, Sacramento, CA 95632, High School Diploma

PROFESSIONAL HISTORY

01/2006 to 01/2007, WORK STUDY PROGRAM, Veterans Affairs, University of California, Davis, South Hall, Room 107, Davis, CA 95616, 20 hours per week, \$7.50 per hour, Mary Torres, 530-752-0903, Contact: yes

PERFORMED A WIDE VARIETY OF ADMINISTRATIVE SERVICES ESSENTIAL TO THE DAILY OPERATIONS of the Veterans Affairs office at the University of California, Davis. Assisted with the coordination of functions to ensure smooth and efficient operation of veteran education programs. Greeted visitors; answered, screened and routed telephone calls; disseminated client information, answering questions and resolving problems; completed forms and processed applications for educational assistance. Reviewed and analyzed applications and supporting documentation for veteran’s educational assistance; used knowledge of numerous and varied programs to assure complete and appropriate application; ensured all activities and documentation complied with agency policies, regulations and guidelines. Effectively served staff needs for information and program support.

USED AUTOMATED SYSTEMS, DATABASES AND COMPUTER APPLICATIONS to effectively and efficiently perform administrative and program duties. Used Excel, FileMaker Pro and agency-specific systems to enter, update and track the progress of educational assistance applications, and produce program reports for management review. Developed various supporting documentation using Microsoft Word. Used electronic mail system to prepare, distribute and respond to critical program correspondence.

DISPLAYED STRONG COMMUNICATION AND CUSTOMER SERVICE SKILLS by providing quick and effective responses to client and employee inquiries, problems and requests. Addressed organizational issues with all levels of personnel and exchanged information about agency functions and programs within and outside the organization. Counseled and advised clients regarding eligibility and the application process for federal education benefits and assistance. Provided consistent information according to established policies and procedures. Skillfully prioritized work to multitask, accommodate urgent requests and meet all deadlines. Consistently communicated and treated all personnel in a courteous, tactful and respectful manner.

ACCOMPLISHMENTS: Gained extensive knowledge regarding various educational benefit and assistance programs for veterans and their dependents, and federal rules and guidelines for applying for these benefits; applied knowledge to assisting clients, and completing and processing application packages.

05/2001 to 08/2004, MEDICAL SPECIALIST, E-4, 39 hours per week, Salary: \$20,000 per year, U.S. Army, Vicenza, Italy (multiple deployments, including Hungary, Kosovo, Germany, Operation Iraqi Freedom), Captain Ajay Thomas; ajay@us.army.mil; Contact: yes

PLANNED, ADMINISTERED, MONITORED AND MAINTAINED HEALTH CARE AND MEDICAL TREATMENT PROGRAMS AND ACTIVITIES for deployed facility and battlefield troops. Supervised and led two other medics in the triage, interview, examination, evaluation, diagnosis and documentation of patients in preparation of visit by Battalion Physician in AID clinic. When deployed to battlefield, administered emergency and maintenance care for injuries and wounds. Identified resources needed, in terms of medical personnel, supplies and equipment, to support individual treatment and overall medical operations. Planned and implemented program to practice readiness exercises, conducting "trauma lanes" consisting of simulated injuries/wounds that would be seen on battlefield. Monitored and evaluated programs to ensure accomplishment of goals and mission, and compliance to Army policies and regulations.

CONDUCTED RESEARCH AND ANALYSIS OF HEALTH AND MEDICAL CARE PROGRAMS. Continuously reviewed, analyzed and evaluated healthcare and medical treatment functions and activities; collected, reviewed analyzed and evaluated data to determine if more efficient or cost effective methods/practices could be used, or if enhanced medical techniques could be applied for more effective treatment. Identified problem areas and issues; recommended solutions to problems and improvements to overall operations.

RESEARCHED, DETERMINED AND ENSURED ALL PROGRAM OPERATIONS WERE IN COMPLIANCE with Army regulations, procedures, sound medical management practices and effective use of staff. Analyzed and interpreted new or proposed legislation or regulations to determine impact on health care and medical treatment program operations and management. Advised peers and subordinates regarding changes in policies or procedures. Analyzed, evaluated and advised leadership on effective and efficient organization, methods and procedures.

CREATING AND MAINTAINING MEDICAL RECORDS, COMMUNICATIONS, FILES, FORMS AND DOCUMENTATION. Evaluated information requirements and ensured appropriate procedures for the maintenance of patient charts, personnel medical records and supporting documentation. Led medical team to review daily patient charts and notes and assure organized and accurate filing; also evaluated records of soon-to-be-deployed soldiers to make sure immunizations were current and soldiers were physically fit for deployment. Updated personnel medical files with completion dates of training in combat life saver course.

EXHIBITED EFFECTIVE ORAL AND WRITTEN COMMUNICATION SKILLS in the performance of duties. Communicated and collaborated with medical personnel to plan and administer medical care and treatment, occasionally making difficult decisions in stressful situations. Used great tact and sensitivity when interacting with patients to discuss, determine and meet their physical and mental health care needs. Developed and presented training in Combat Life Saver course, which included CPR, First Aid and emergency response, to instruct soldiers in the necessary medical skills that would enable them to treat fellow soldiers on the battlefield; evaluated and determined requirements; gathered information from previous instructors; designed and delivered curriculum; evaluated individual class performance. Updated and maintained patient charts and medical records. Prepared program reports. Used automated computer systems and applications to create, maintain and store program documents.

ACCOMPLISHMENTS: Coordinated up to 120 individual's medical treatment and well being on a daily basis. Able to function at top performance through 24 hour shifts. Completed Expert Field Medical Course: one of 40 that passed first time through, out of 500 medics. Designed, develop and trained Combat Life Saver classes; efforts resulted in successfully passing 40 students who accomplished appropriate mission in battle.

MEMBERSHIPS

VFW, 2003 to present

Society of the 173rd, 2004 to present

AWARDS, HONORS, RECOGNITION

Army Commendation Medal, 2004

Army Achievement Medals (2), 2004, 2003

Overseas Service Ribbon, 2004

Operation Iraqi Freedom, Expeditionary, 2003 - 2004

Purple Heart, 2003

War On Terrorism Medal, 2003

National Defense Ribbon, 2001

Special Decorations:

Airborne Qualified, 2003

Combat Medical Badge, 2003

Combat Parachutist, 2003

Expert Field Medical Badge, 2002

MILITARY EDUCATION

2002, Expert Field Medical Course, U.S. Army, Germany, 2 weeks (one of 40 that passed first time through, out of 500 medics)

2001, 91 B Medical Specialist Training, U.S. Army, Fort Sam Houston, San Antonio, TX, 10 weeks

2000, Airborne Paratrooper School, U.S. Army, Ft. Benning, Georgia

CERTIFICATIONS

Emergency Medical Technician, CPR, First Aid, 2001

TRAINING

Sexual Harassment, 2004

Drug and Alcohol Counseling, 2003

Leadership Skills, 2003

Diversity and Communications, 2003

MILITARY SERVICE

U.S. Army, 01/01/2001 to 01/02/2004, Honorable Discharge

SPECIAL SKILLS

Computer: MS Word, PowerPoint, and Filemaker Pro, Yahoo, Gmail



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

WRITING A FEDERAL RESUME

A federal resume is not like a resume you would use for the corporate world. Your resume can be as many as five pages (but this is not recommended) and may include information not found in a private-sector resume. You can list your military experience, trainings as well as any awards received. Keep in mind that different agencies have their preferred resume style. Contact the point of contact listed on the job announcement before you apply to be sure you are following the appropriate procedures.

There are numerous resources available to guide you through the process. Check out the resume builder at <http://www.petersons.com/airforce> for an in-depth guide.

Additional information can be found at <http://www.usajobs.gov/infocenter/>

QUESTIONNAIRES

These are being touted as the replacement for KSAs. They may include a list of questions that ask you to rate your knowledge on a scale of A to E or short answer questions that amount to an abbreviated KSA. Whichever questions you encounter, be sure to answer them completely. Review your resume to ensure that your answers in the questionnaire are reflected by the experience described in your resume.

WRITING KNOWLEDGE, SKILL AND ABILITY STATEMENTS (KSAs)

Although KSAs are being replaced by detailed questionnaires, there is still a possibility that you may be asked to submit KSAs as either supplemental documents or included in the body of your resume under work experience.

WHAT ARE KSAS?

KSAs are answers to questions asking you to describe your experience in a particular area. You may be instructed to write an essay (generally one-half to two-thirds of a page), to include the information in the body of your resume, or to answer the question in a short paragraph on a questionnaire. Whatever the format, the method of writing a KSA remains the same.



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

WRITING YOUR KSA RESPONSES

To prepare responses to KSAs:

- Read the vacancy announcement thoroughly.
- Review your resume.
- Add information relevant to each KSA.
- Link all of these different examples explicitly to the KSAs.
- Write your KSAs in the first person.
- Focus on any outcomes to which you directly contributed.
- Make sure your answers reflect your level of responsibility.
- Target each KSA answer to read between half a page and a page in length, unless it is to be included in the body of your resume; then, make it a short (5-6 line) paragraph.
- Review your answers.
- Ask a friend who knows you well to read over your finished answers.

ADDITIONAL INFORMATION ABOUT KSAS

Give examples that show:

- Initiative: You saw a problem and resolved it.
- Innovation: You developed a new system; used software for a new purpose.
- Leadership: You mentored less experienced employees.
- Complexity: You experienced challenging times on the job.
- Scope: You were involved in a variety of work that covered many functional areas (e.g., personnel, budget, information technology, etc.).
- Teamwork: You were part of a team activity whose members possessed different skills and abilities, shared a common purpose, and worked together to achieve clearly identifiable goals (remember when showing team activity to identify YOUR role in the team, not the role of the team).



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

SAMPLE KSA RESPONSES

Knowledge of health sciences. - While in college pursuing my Bachelor's Degree in Allied Health, I took courses in (give specific examples which show you have knowledge of anatomy and physiology). At the same time, I gained additional knowledge of health in my position at.... In this job I was responsible for (give specific examples). Performing these assignments gave me an opportunity to gain knowledge of (list some examples of knowledge's you gained).

Skill in collecting, analyzing, and summarizing data using computer software. - In my current position, I have used the following software packages [list examples]. Using these software packages, I have been able to complete assignments such as [give examples that show what you completed, what you did, and what the outcome was]. I completed these assignments for [indicate who requested] and performed them as part of a project on [indicate if part of a larger project]. The final result of the actions I performed included [give examples] and supported others in the work environment by [give reasons].

*Indicate whether you have any special skills, received any awards for what you did in your job, or have completed any training that you can relate directly to the KSA.

**You may also include a quote from an evaluation, fitness report, award statement or letter of appreciation.

KSA DOS AND DON'TS

DO:

- Carefully read the vacancy announcement and note the required qualifications and KSAs.
- Use action verbs and statements.
- Include all current experience related to the KSAs whether paid or volunteer.
- List education and training and identify title of course, hours, and relationship to the KSAs.
- Include awards, month and year received, a brief description as to why you received the award and how it relates to the KSAs.
- Tell what you do know and can do not what you don't know and cannot do.
- Describe your experience and emphasize the skills you used that relate to the KSAs.



OFFICE OF **WOUNDED WARRIOR** CARE & TRANSITION POLICY

KSAs continued

DON'T:

- Don't describe work of others or that of the organization.
- Don't exaggerate.
- Don't be humble.
- Don't omit church, community, or club work.
- Don't just state the kind of award and when it was received.
- Don't attach unsolicited material such as letters of recommendation, training certificates, copies of awards, or examples of work.

HOW TO APPLY

Before you submit your application, be sure to follow instructions exactly. Read each step of the application process and provide all necessary documentation. You may be required to provide proof of citizenship by supplying copies of your passport or your birth certificate and a government-issued ID. You may also need to submit a copy of your Social Security card to prove your right to work in the United States.

If you do not have your Social Security card, you can request a replacement from the Social Security Administration. Their website is <http://www.socialsecurity.gov/>

Veterans claiming preference must submit proof of eligibility with their application. Military spouses may be required to provide a copy of their PCS orders or proof of disability or death in order to claim priority placement.

Finally, if you require additional assistance with your application, contact your local transition office.